

## Important Numbers

Customer Service for  
benefit questions or concerns  
1.877.906.4133 (TTY:711)

Transportation to medical appointments  
[X.XXX.XXX.XXXX (TTY:XXX)]

24-Hour Nurse Line  
for medical questions  
[X.XXX.XXX.XXXX]



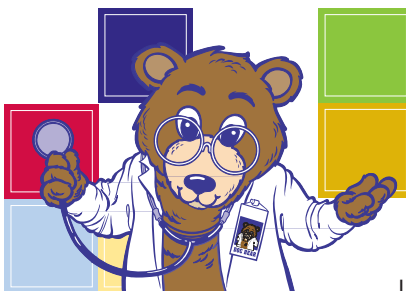
## When you join the Coventry Health Care of Louisiana family

- Call Customer Service right away.
- Your Member ID card and Member Handbook will be mailed to your home address.
- Be sure to keep it in a safe place.
- Take your Coventry Health Care of Louisiana Member ID card and State ID card to all of your health visits.

Free interpreter services  
available for all languages.  
Call Customer Service at  
1.877.906.4133.

<Spanish> Free interpreter services  
available for all languages. Call Customer  
Service at 1.877.906.4133.

<Vietnamese> Free interpreter services  
available for all languages. Call Customer  
Service at 1.877.906.4133.



LA0005-FK3.1-022511



# Healthy Families are Our Business<sup>sm</sup>



3838 N. Causeway Blvd., Suite 3350  
Metairie, LA 70002  
1.877.906.4133 (TTY: 711)

# Healthy Families Are Our Business<sup>sm</sup>

## Why choose Coventry Health Care of Louisiana?

Coventry Health Care of Louisiana offers benefits and programs to help keep our members healthy.

- Well child check-ups
- Specialty health care
- No referrals
- Vision and hearing services
- Friendly and helpful Customer Service staff
- 24-Hour Nurse Line

## Choose your own health care provider

It is important to get most of your care from your primary care physician (PCP). This is your medical home. Every member can choose his/her own PCP. Types of PCPs:

- General Practice
- Family Practice
- Internal Medicine
- OB/GYN
- Pediatrics

## We're on the Web at [[www.xxxxxx.com](http://www.xxxxxx.com)]

You can find so much information on our web site. Be sure to check it out.

- Provider search
- Health information
- Member Handbook online
- KidsHealth® online library
- Coventry Health Care of Louisiana contact information

## Medical Transportation

Transportation is for medical appointments to:

- Medical visits
- Eye appointments
- Medical care at a hospital
- Pharmacy pick-ups after a medical visit

## Special Benefits

### Doc Bear Club

Doc Bear is Coventry Health Care of Louisiana's furry mascot who loves children. He and his friends visit places like schools and health fairs. They hand out health information to help you stay healthy. Watch for Doc Bear and friends around your town!

### [Birthday Card]

[Doc Bear Club members (ages 1-16) get a fun birthday card in the mail the month they were born!]



### [The Bear Facts

Member Newsletter  
Coventry Health Care of Louisiana members receive our newsletter, *The Bear Facts*. It tells about changes to your health benefits. It also has important health information. Be sure to read it!]



Please call Customer Service for more information at 1.877.906.4133.